Identifying Severity of Issues:

No.	Recognized Issues	Criticality
1	No button is provided to DENY cookies	Serious
2	Accept Cookies bar is overlapping chatbot and fast scroll button	Serious
3	Manual scroll is preferred over quick scroll button near chatbot	Serious
4	Scroll bar is resetting to top position by default while changing sections and user is forced to scroll immediately downwards	**Critical**
5	That big Service photo given at the top was not helpful for the user. After selecting the services from drop down menu of "Services", the info provided is way below of the current page, part of the info is overlapped by accept/deny cookie bar.	Serious
6	Chatbot was less helpful compared to manual exploring	Medium
7	The description provided for Salesforce, RPA, SAP was not descriptive enough for users to understand what it was.	Serious

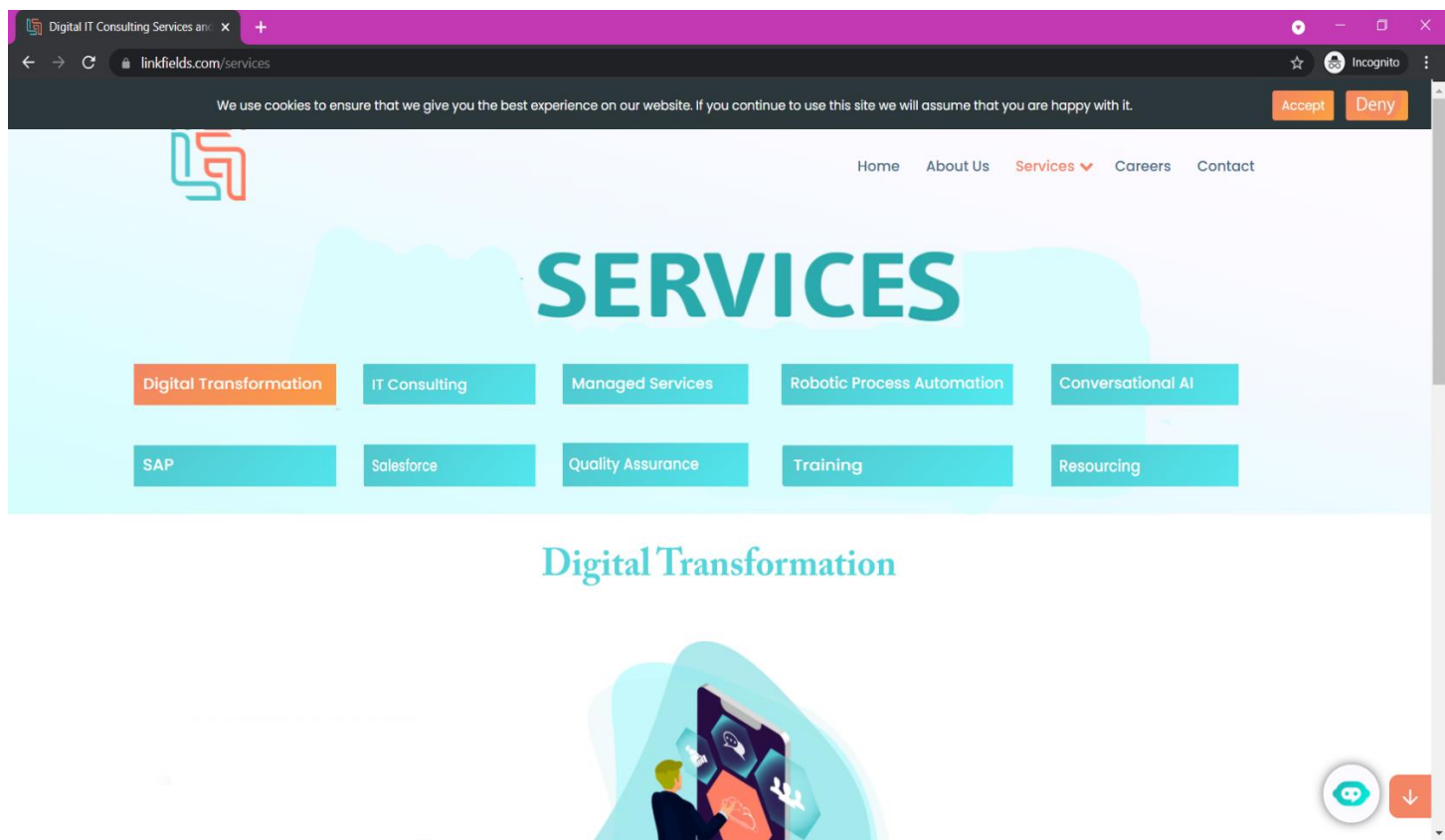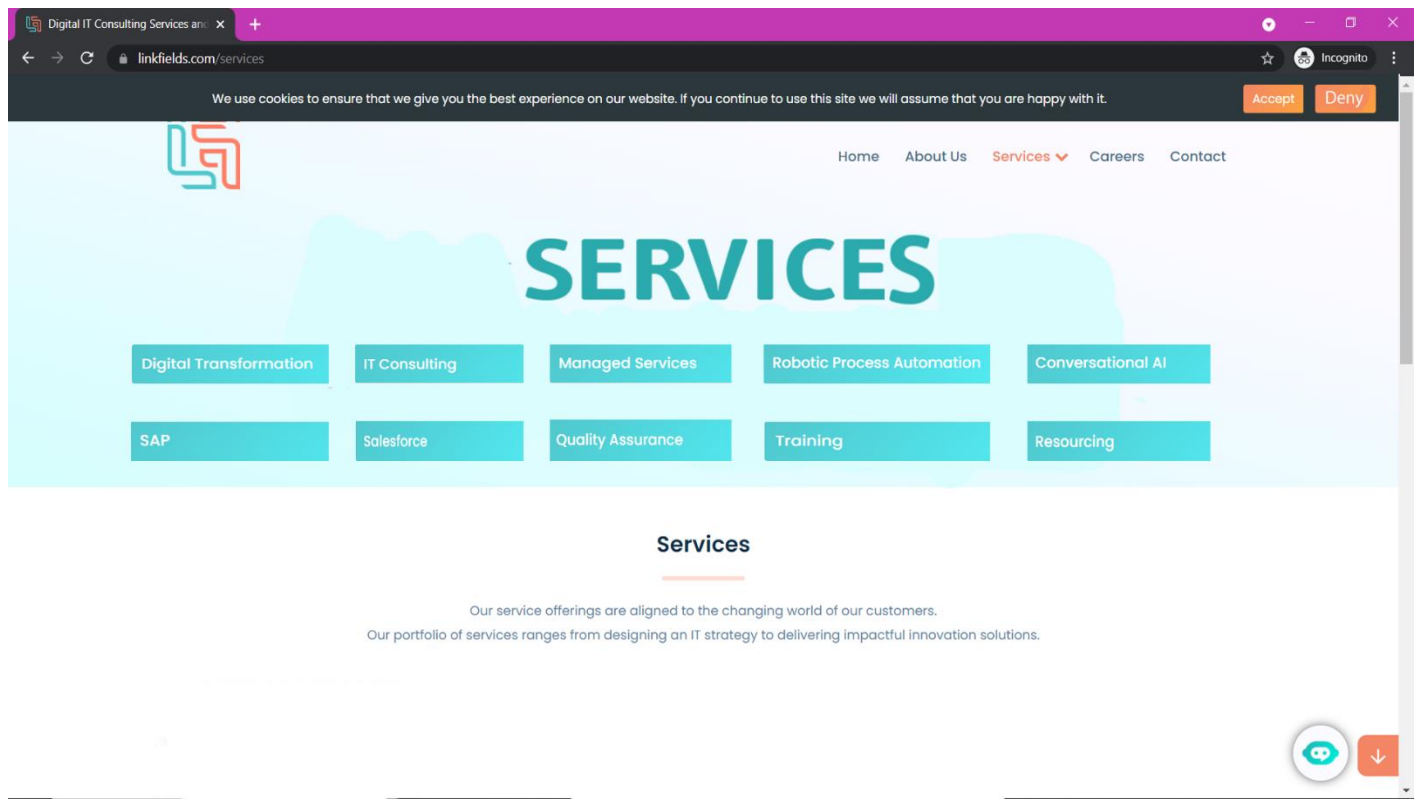# Hypothesis and Test Design Recommendations:

No.	Recognized Issues	Simplest Change to Prevent this problem
1	No button is provided to DENY cookies.	Provide "Deny" beside accept cookies.
2	Accept Cookies bar is overlapping chatbot and fast scroll button.	Place chatbot and scroll button over the cookie bar. Or put the cookie bar way on top of site.
3	Manual scroll is preferred over quick scroll button near chatbot.	Need to do some more research and make people to do tasks that will make use of quick scroll button. Or might need to remove scroll button entirely for clean UX (For Laptop Device Only).
4	Scroll bar is resetting to top position by default while changing between different service sections and user is forced to scroll immediately downwards.	After selecting required "Service Section" info, set the scroll button to appropriate position where selected Service info is at visible sight.
5	That big Service photo given at the top was not helpful for the user. After selecting the services from drop down menu of "Services", the info provided is way below of the current page, part of the info is overlapped by accept/deny cookie bar.	Make use of the big "Service" photo by putting the list of services horizontally provided just below that "Service" at the place where mini pics of different services are given, instead of putting vertically way below the screen. Or just remove the photo entirely (For Laptop Devices Only).
6	Chatbot was less helpful compared to manual exploring/ sometimes ignored.	Provide short and easy definitions in chatbot for each services provided such that even a 5year old kid will understand to make it helpful.
7	The description provided for Salesforce, RPA, SAP was not descriptive enough for users to understand what it was.	Given a small brief explanation of what Salesforce, RPA, SAP is.

Before:

Recommended UI Sketch Prototypes(Only For PC/Laptops):

Disclaimer: These prototypes are recommended only for Laptops/Desktops. However, for smartphones, the prototypes will be different.